

ORIGINAL

Kraig McCleary

Manager for McCleary Associates LLC

6364 South Highland Drive #9

Salt lake City, Utah, 84121

UTAH PUBLIC
SERVICE COMMISSION

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Date Submitted: June 1, 2012

Before the Public Service commission of Utah

IN THE MATTER OF THE FORMAL)	DOCKET NO. 12-057-06
COMPLAINT OF MCCLEARY ASSOCIATES LLC)	MOTION TO CONTINUE WITH COMPLAINT
AGAINST QUESTAR GAS COMPANY)	AGAINST QUESTAR GAS COMPANY

REASONS TO CONTINUE WITH COMPLAINT

McCleary Associates LLC respectfully requests that the Formal Complaint against Questar Gas Company be continued as follows:

1. McCleary Associates LLC have paid our Questar Gas Company bills in full and on time for over 12 years without question. Due to the fact that there was problems with the equipment, the unusual warm winter, the history of natural gas consumption in the past two winter, the billing and accuracy of the equipment has come into question.
2. McCleary Associates has no knowledge of the type of meter that was installed at 6364 S. Highland Drive and would ask Questar to provide written documentation that the meter model 225 was in fact installed at that location.
3. McCleary Associates LLC, agree that a transponder was attached to the meter located at 6364 S. Highland and that the transponder was working and reading the metering dials on the gas meter, model 225, during the time period of 10/05/2011 thru 01/04/2012, as noted in the letter sent by Questar Gas Company, to McCleary Associates LLC dated March 30, 2012. We also agree that the transponders do not measure the gas flow thru the meter but only transmit the gas meter metering record via a radio signal to a remote receiver. McCleary Associates LLC also notes that there was no visual inspection of the gas meter, model 225 located at 6364 S. Highland Drive, until Kraig McCleary contacted Questar Gas company on December 22, 2011 and requested a visual inspection of the afore mentioned meter.

4. Questar Gas Company states in their answer #4 "Given the Company decision to retire the 225 meters, Company technicians will replace a 225 meter with an AC630 meter if problems are reported with either the meter or the transponder." This policy was not followed with the meter located at 6364 S. Highland Drive. In Questar's Gas company's letter dated March 30, 2012, Linda Kizerian stated that on January 4, 2011 a technician again was sent to 6364 S. Highland Drive and at that time read the meter with an AMR, and then when up to the meter and visually inspected the meter. The readings from the AMR and the technicians visually reading the dials on the gas meter were the same. This is evidence that the transponder was sending a correct reading by radio waves to the technician. Ms. Kizerian then says, "our technician noted that a dial on the transponder was stopped." This is an incorrect statement. Transponders, by Quasar's own definition (see Questar answer #3), are devices that transmit meter reads from a meter to a remote receiver via radio signal. Transponder's do not have visual dials. (see exhibit A-2 Questar answers dated May 18, 2012) The only "dials" that the technicians could have seen on January 4, 2012 were the dials located on top of the gas meter itself, and he states that one of these dials has stopped. The technician made an order as placed to replace the transponder. Please note that the transponder had just given the correct reading to the technician a few minutes before with the AMR. Ms Kizerian states "On January 23, 2012 when our technician went out, he didn't have a transponder with him that would fit the existing meter." Questar's Policy, of replacing 225 meters, that had been in place for ten years, was not followed when an order, to replace only the transponder, and according to the technician, the transponder was working.

5. McCleary Associates LLC will concede that on December 2, 2011 that an AMR reading was taken at 6364 S. Highland Drive, and according to Questar Gas Company that reading was noted to be 44145. It also noted that this indicated that 1,392 CCF of natural gas had been used.

6. Kraig McCleary of McCleary Associates LLC observed that this was over 6 X the consumption of natural gas used as the same period of time in 2010, and that the winter was not as bad as last winter. At this time Mr. McCleary contacted a customer service rep by the name of Gloria at Questar Gas Company and requested the meter be checked out. She looked at the past two years at my request and stated to me that something did not look right and that she would send a person out to check. that was done on December 13, 2011.

7,8,9,10. Numerous communication were noted and an additional inspection was made at 6364 S. Highland Drive. Mr. McCleary spoke to a person by the name of Jo Ann. Each time requesting that they look at the past two years for the same period of time. She also agreed that something was not right, but that she did not have the authority to do anything about it. I asked to speak to a supervisor. I spoke to a Trent Lewis, same results. I then spoke to a person by the name of Erika, she recommended that I contacted the Public Service Commission.

11,12. Questar Gas Company makes several comments concerning a test dial on the meter. The first is, "If the test dial does not turn when natural gas is flowing, the result is that the transponder would not send a signal." (see answer #3) But on January 4, 2011," During a visual check Terry Brinkman an employee of Questar Gas Company, again confirmed the accuracy of the AMR." " However Mr. Brinkman did not see movement in the test dial." McCleary Associates LLC surmised that if the test

dial is not turning then the transponder would not send a signal so how could so how could you get an accurate reading of the AMR? The meter was not functioning correctly and therefore the billing for the amount of gas used was not correct. In the letter dated March 30, 2011 from Questar Gas Company there was not mention of a **test dial**. It stated, " our technician noted that a **dial** on the transponder was stopped." As noted in Questar's exhibit A-2, the transponder does not have visual dials.

13,14,15 Concerning testing done on the meter taken from 6364 S. Highland Drive, McCleary Associates LLC, has concerns as to the findings of the tests. We have not seen any tests results and would request an original copy of those tests as they relate to the meter mentioned above. We also contend that the reading taken by ARM and visual do not accurately record the correct amount of natural gas used during the period in question, because a dial or numerous dials were not working properly. Therefore the average daily gas usage would be not be correct.

16. Questar Gas Company is attempting to use months and years to show amount of gas use that is comparing to the months in question. The months in question are October 3, 2011 - November 2, 2011, November 3, 2011 - December 2, 2011, and December 3, 2011 - January 23, 2012 when the meter was replaced. To compare means, to use like items. The last two years, 2010 and 2009 are a more true comparison as to the temperature and the amounts of natural gas used. This is based on the average temperature as recorded in www.Underground Weather, for the periods in question. January and February are typical colder months of the year than October and November and therefore would consume more natural gas, therefore comparing different months would not be a fair comparison.

17. McCleary Associates LLC has never questioned that Questar Gas Company has violated any of its tariff provisions or Commission rules in providing natural gas service to McCleary Associates LLC. We are questioning the accuracy of the meter reading due to a faulty meter and rendering the billing as not being correct.

MOTION TO CONTINUE WITH FORMAL COMPLAINT HEARING

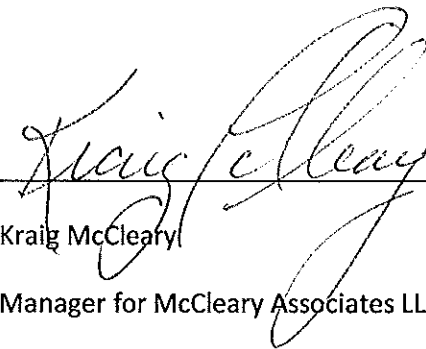
As shown by our response to Questar Gas Company's answers, dated May 18, 2012, and by their own statements they did not follow a policy that was set up ten years ago in the replace of older meters with problems. The integrity of the dials on the meter are in question do to a crack in the covering of the dials. That the meter had not been checked visually for some time. That there was a problem with the metering of the gas because upon visually inspecting the meter there were problems, cracked covering for the dials, and at least one dial had stopped. That the months Questar is using to compare gas consumption, are not true comparisons of the conditions that existed during the months in questions.

As stated in the **FORMAL COMPLAINT INSTRUCTIONS PUBLIC SERVICE COMMISSION OF UTAH**, paragraph 4. " Your complaint will be reviewed by the Commission's legal counsel to determined if the

Commission has the statutory authority to help you through its hearing process." "If a hearing is scheduled, the Commission will send you a notice indicating the hearing date and time..." On May 7, 2012, McCleary Associates LLC received a letter from the Public Service Commission, dated May 3, 2012, that a hearing will be conducted on July 10, 2012 at 9:00 am. McCleary Associates LLC have met the criteria of the FORMAL COMPLAINT and ask the hearing go on as scheduled.

Dated this 1st day June, 2012

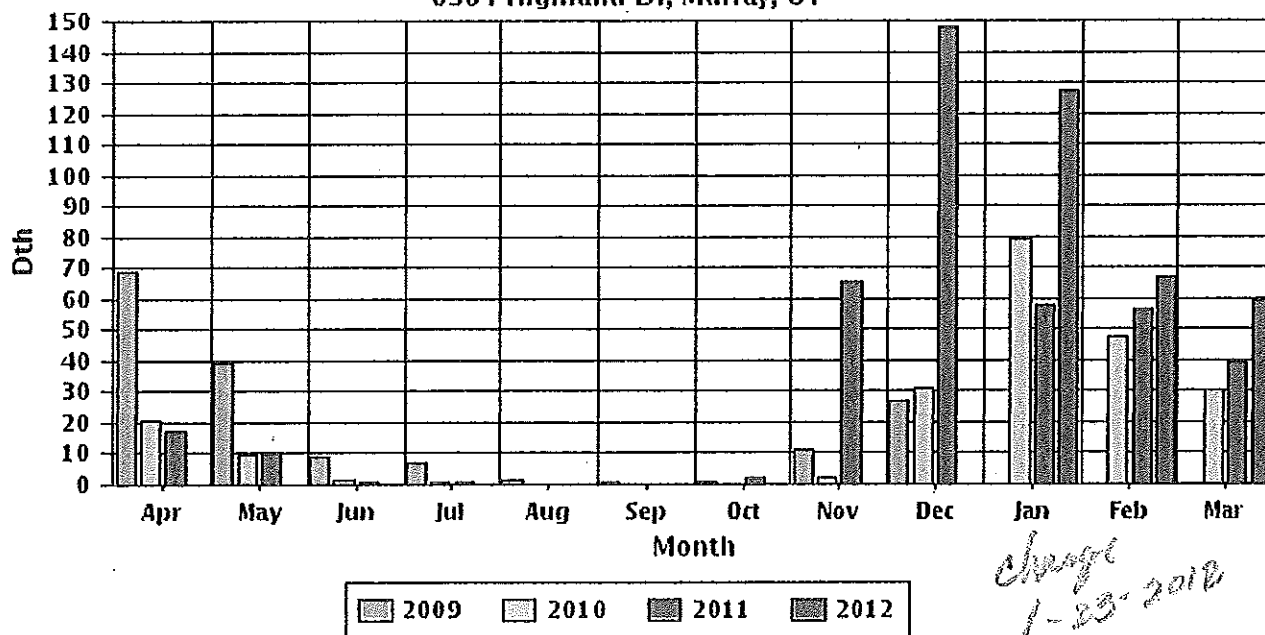
Respectfully Submitted



Kraig McCleary
Manager for McCleary Associates LLC



Actual Gas Usage for service address 6364 Highland Dr, Murray, UT



Service Address	Date	Actual Weather Adj.	
		Dth Used	Dth Used
6364 Highland Dr, Murray, UT	04-02-2009	68.74575	62.18223
	05-04-2009	39.26957	31.86251
	06-03-2009	8.79944	13.61566
	07-02-2009	6.92377	4.52607
	08-04-2009	1.47558	1.42037
	09-05-2009	0.41574	0.3832
	10-02-2009	0.30902	0.3357
	11-03-2009	10.50029	8.41643
	12-02-2009	26.48805	27.07195
	01-05-2010	78.83528	57.96055
	02-02-2010	47.25165	49.71753
	03-02-2010	29.99996	33.34397

when did the meter
get replaced?

appeal to the Public
Service Commission if
you want.

04-02-2010	20.55719	17.98462
05-04-2010	9.32356	7.44941
06-02-2010	1.34157	1.34028
07-02-2010	0.10458	0.10261
08-03-2010	0.0	0.0
09-02-2010	0.0	0.0
10-04-2010	0.0	0.0
11-02-2010	1.65833	2.09424
12-02-2010	31.11973	27.6061
01-04-2011	58.01858	54.89335
02-02-2011	55.96462	54.00563
03-02-2011	38.71509	41.65327
04-04-2011	17.21138	14.67687
05-03-2011	10.3581	7.19321
06-02-2011	0.30968	0.16943
07-05-2011	0.10035	0.05813
08-02-2011	0.0	0.0
09-02-2011	0.0	0.0
10-04-2011	1.81196	2.83919
11-02-2011	65.0455	64.65868
12-02-2011	148.04016	143.6237
01-04-2012	127.58134	112.98657
02-02-2012	66.84284	74.81508
03-02-2012	58.89319	62.97054

September

2009

71

2010

69

2011

70

October

2009

50°

2010

57°

2011

55°

November

2009

41°

2010

39°

2011

40°

December

2009

24°

2010

34°

2011

30°

January

2009

31°

2010

29°

2011

28°

2012

33°

February

2009

36°

2010

37°

2011

35°

2012

38°

March

2009

42°

2010

43°

2011

44°

2012

49°